

## **CITIZEN CHARTER**

This charter seeks to provide a framework which enables our users to know:

- ❖ The services available in the hospital.
- ❖ The quality of services they are entitled to.
- ❖ The means through which complaints regarding denial or poor quality of services will be redressed.

We ensure that all our users receive empathic, courteous, sincere and prompt services.

### **Rights Of Patient**

1. To receive medical advice and treatment which fully meets expectations of standards of care & quality and to know charges for the same.
2. To get a clear description of your medical condition.
3. To accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.
4. To have a second medical opinion.
5. To have your privacy, dignity, religious and cultural beliefs respected.
6. To have information relating to your medical condition kept confidential.
7. To make complaints/ suggestions.

### **Responsibilities**

1. Give us as much information as you can about your present health, past illness, medication, allergies and any other relevant details
2. Follow the prescribed and agreed treatment plan, and comply with the instructions given.
3. Show consideration for the rights of other patients in the hospital by following the hospital rules concerning patient conduct.
4. Keep appointments that you make, or else notify the hospital as early as possible, if you are unable to do so.
5. Do not request us to provide fake receipts or certificates etc.

### **Responsibilities of the Users:**

The success of this charter depends on the support we receive from our users. We request all our users to follow the rules and guidelines of Hospital. Please be responsible in keeping the hospital and its surroundings neat and clean. Please use the facilities of this hospital with care. Be alert for your personal belongings and valuables. Beware of Touts. This Hospital is a “No Smoking Zone” and smoking is a Punishable Offence. Please refrain from demanding undue favors from the staff and officials as it encourages corruption. Please provide useful feedback & constructed suggestions by dropping your feedback in Drop Box available in Reception Area. These may be addressed to the Medical Superintendent of the Hospital.

All are requested to follow below given rules :-

- No Smoking Please.
- Don't split here & there.
- Use Dry & Wet Dustbins for respective wastes.
- Save water and electricity
- Keep Hospital Clean .
- Give regards to Ladies , Senior Citizens and Physically Handicapped Persons.

**“ STAY SAFE & TAKE PRECAUTIONS TO KEEP OTHERS SAFE “**

**THIS HOSPITAL IS A NO SMOKING AND NO ALCOHOL ZONE**

**DEPARTMENTS IN TEACHING HOSPITAL OF SHRI BALAJI INSTITUTE OF MEDICAL SCIENCE**

1. GENERAL MEDICINE
2. PAEDIATRICS
3. PSYCHIATRY
4. DERMATOLOGY
5. RESPIRATORYMEDICINE
6. GENERAL SURGERY
7. ORTHOPAEDICS
8. RADIO-DIAGNOSIS
9. OTO-RHINOLARYNGOLOGY
10. OPHTHALMOLOGY
11. OBSTETRICS &GYNAECOLOGY
12. ANESTHESIOLOGY
13. DENTISTRY
14. PHYSICAL MEDICINE & REHABILITATION
15. EMERGENCY MEDICINE

**\*All departments function as per unit -wise distribution**

**-OUT DOOR TREATMENTS-**

OPD SERVICES AVAILABLE FOR FOLLOWING DEPARTMENTS :-

Timings : 09 AM - 04 PM

1. GENERAL MEDICINE
2. PAEDIATRICS
3. PSYCHIATRY
4. DERMATOLOGY
5. RESPIRATORYMEDICINE
6. GENERAL SURGERY
7. ORTHOPAEDICS
8. OTO-RHINOLARYNGOLOGY
9. OPHTHALMOLOGY
10. OBSTETRICS &GYNAECOLOGY
11. DENTISTRY

## **INDOOR TREATMENT**

- ❖ All patients admitted in various wards of the hospital are treated as per the hospital policy.
- ❖ Diet is provided to all indoor patients.
- ❖ Visitors are allowed only at notified visiting hours.
- ❖ Discounts on different charges are announced from time to time and notified in Reception area, Local News papers as well Website.
- ❖ Residents and Staff nurses are on duty round the clock in the wards.
- ❖ Admitted patients should contact the staff nurse/ Floor In-charge for any medical assistance they need.

## **MISCELLANEOUS FACILITIES**

- Blood Bank services available.
- Wheel chairs and stretchers are available for the facilities of patients.
- 4 Ambulances with ALS ( Advance Life Support System ) are available on payment basis round the clock on all days.
- There is standby generator to cater to emergency services in case of breakdown of electricity.
- Physiotherapy & Rehabilitation Centre is available.
- Adequate drinking water and toilet facilities are available.
- Coffee shop, Snacks Centre and Canteens are available.
- Pharmacy services is located on the ground floor (24 hours, 365 days).

## **COMPLAINTS AND SUGGESTIONS**

- ❖ There may be occasions when our services may not be up to your expectations. Please do not hesitate to register your complaints to our Medical Superintendent Office / Chief Of Hospital Administration Office.

**THIS HOSPITAL IS A NO SMOKING AND NO ALCOHOL ZONE**

**GENERAL INFORMATION**

<b>Medical Superintendent:</b>	<b>Phone No : 9826123316</b>
<b>Deputy Medical Superintendent:</b>	<b>Phone No : 9039795423</b>
<b>Chief Of Hospital Administration:</b>	<b>Phone No : 0771-4241012</b>
<b>Chief Of Operation :</b>	<b>Phone No : 9827920019</b>
<b>Nursing Superintendent :</b>	<b>Phone No :6264869222</b>
<b>Emergency :</b>	<b>Reception: 0771-4241000</b>

*Doctors wear white aprons , Nurses Paramedical staffs , Supportive staffs are in uniform. All staff members wear Identitycards.*

**Enquiry :**

*Location guide map is available near the main entrance of hospital.Enquiry counter exists at the main entrance of Hospital and Reception Area.*

## **EMERGENCY SERVICES**

### **Department of Emergency Medicine**

*Timings - 24 hrs x 365 days*

- ❖ **Senior Residents available 24 hours x 365 days.**

**Department of Emergency Medicine is located in ground floor. Signages are available to guide Patients and Ambulances from Hospital Entry Gate to Emergency.**

1. Casualty area is available with triage facilities.
2. Beds are categorized as per National Medical Commission Standard Requirements.

#### **GREEN CATEGORY : 05 Beds**

(can wait- walk in patients who will need medical care at some point)

#### **YELLOW CATEGORY : 15 Beds**

(Observation – cannot survive without immediate treatment)

#### **RED CATEGORY : 04 Beds**

( Immediate – cannot survive without immediate treatment)

- **Intensive care units Available.**
- **All departments having separate critical care units like ICU,ICCU, SICU, PICU,NICU and Obstetric ICU.**

## **LABORATORY SERVICES**

**Sample collection round theclock (24 x7)**

**Service Laboratory for all depts i.e Dept. Of Biochemistry , Dept. Of Pathology & Dept. Of Microbiology are available.**

**BSL- Level – II ( RT-PCR Facility ) Laboratory available.**

## **RADIO DIAGNOSIS**

Digital X-Ray (Round the

Clock) C T Scan-(Round the

Clock)

Ultra Sound-09 AM to 04 PM & Emergency On

Call MRI-09 AM to 04 PM –All working Day

## **OTHER FACILITIES (09 AM TO 04 PM)**

Endoscopy

Echo

Colonoscopy

Angiogram/Angioplasty & Emergency

E R C P

T M T

E C G

Holter

E E G

Doppler Study

P F T

Uro-flometry

***Cath-Lab( DAS studies) Philips-Allura Centron FD-15 Flat Pannel  
AVAILABLE***

***(Timing : 09 AM to 04 PM )***